

GABRIELLE W. DESPAIGNE

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WORK EXPERIENCE

Quality Assurance Specialist, October 2021 - Present

Poli's Woodcraft • Escondido, CA

- Primary role as a quality assurance specialist for a small artisan woodworking business, with a focus on digital marketing and advertising. Led a small group of subcontractors in completing daily tasks related to monitoring the quality of ads, copy, product, and other metrics.
- Inspected quality of products to ensure compliance with safety standards and customer satisfaction, resulting in zero defective products shipped.
- Created work instruction and standard operating procedures documentation for the manufacturing of products within the company. Implemented a defect database to better analyze root cause and areas of improvement.
- Managed all digital marketing channels, including social media (Instagram, Facebook, & Tik Tok) and website content, achieving a 45% increase in web traffic. Developed social media ad campaigns and monitored the performance of each post.

Environmental Monitor, September 2021 - September 2022

Genentech Site (Contingent Worker under Tailored Management) • Oceanside, CA

- Primary role as Environmental Monitoring Sample Collector and designated Subject Matter Expert of EM Operations. This role involved regular close communication and collaboration between Quality Control Microbiology (QC Micro), Quality Assurance, Manufacturing, Safety, and the Instrumentation Support Group (ISG).
- Independently performed environmental monitoring of Genentech's pharmaceutical manufacturing cleanrooms while complying to cGMP, FDA, and Standard Operating Procedures (SOPs). Collected routine surface, viable, and nonviable air samples using the LIMs system for QC to analyze.
- Authorized departmental trainer responsible for training and certifying a team of over twelve manufacturing technicians in: EM aseptic practices, testing methods, sampling within a BioSafety Cabinet, troubleshooting equipment errors, operating DeltaV DCS, maintaining proper compliance records in SAP, 5S, Kaizen, and navigating the LIMs system.
- Led investigations into routine sample discrepancies and performed root causes analysis on potential sources of contamination while developing corrective action plans to implement.

Filmmaker, August 2020 - November 2020

Center for Common Ground • (Remote) Ruther Glen, VA

- Selected for a paid position with Center for Common Ground's "Reclaim Our Vote" division as part of the Students for Justice program. Created short social media ads targeting youth voters to be used on social media, including Instagram, Facebook, and Tik Tok.
- Followed each social media platform's guidelines on formatting video advertisements, specifically those of political nature. Adhered to strict quality control guidelines when exporting each edited video while also providing transcription for various audio used.
- Formulated a team of seven dedicated local volunteers to assist the organization in phone banking, hand-writing over 500 postcards to registered voters, and data entry.
- Tracked social media metrics / response and formulated ad strategy based on performance. Created weekly spreadsheets for marketing research and gave presentations on findings to other departments involved in Center for Common Ground.

Medical Administrative Assistant, May 2018 - May 2019

Southside Medical Center • Wilmington, NC

- Primarily supplied medical administrative services to an Urgent Care facility that saw an average of 20-30 patients daily. Guided patients through the process of intake, triage, scheduling, and discharge. Explained an overview of medical procedures to patients and provided additional reading as needed.
- Oversaw communication with local pharmacies such as CVS, Walgreens, and Rite Aid, in processing prescription refill requests, completing insurance authorizations, and verifying specific dosages on physician ordered prescriptions.
- Performed minor clinical duties such as collecting lab samples from patients, monitoring blood pressure levels, storing refrigerated medications, and recording symptoms during patient triage for the physician.

Research Assistant, September 2013 - August 2018

Lapetus Solutions Inc • Wilmington, NC

- Biotechnology Engineering & IT facial recognition startup company in the non-invasive life and healthcare insurance industries.
- Performed software testing on the CHRONOS project to ensure quality standards were being met. Used a combination of Python, Javascript, Adobe Photoshop, Adobe Illustrator, and found footage to train AI in facial recognition despite added artificial obstructions.
- Developed informational databases, led a medical related research team of six members in collecting field data, and collaborated with IT for various facial analytics projects.
- Independently produced company promotional videos, recorded live demonstrations of technology, prepared national press releases, and edited image collections featured on major news outlets such as BBC, The Washington Post, and The National Inquirer.
- Worked closely with Data Science Engineers to help translate technological terminology and concepts produced through facial analytic algorithms to a user friendly medium for the public to understand.

EDUCATION

University of North Carolina at Wilmington, Wilmington, NC

BFA Film Studies, Minor Entrepreneurship & Innovation

CERTIFICATIONS

Quality Assurance Basics 1 & 2, Mira Costa Technical College

CPR / AED / First-Aid, National CPR Foundation

Hootsuite Platform Certification, Hootsuite